

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: Windstream Corporation

Vendor website: <http://www.paetec.com/lp/paetec-stateoftexas/>

Service Area: Voice

Category: Local

Local Voice Services

Windstream's Local Voice Services includes Trunks and Business Lines. Trunk configurations include PRI, 2-Way, DID, and DOD arrangements. Additional options are available such as Direct Trunk Overflow (DTO) to provide added redundancy.

* This is a Windstream billed service

SERVICE DELIVERY SLA

Quote Request

48 Hours

Installation Interval

50 Business Days

Disconnect Interval

15 Business Days

Service Term

12 Months

* DIR requires an additional 3 business days for processing of new orders and disconnects.

PERFORMANCE SLA

Availability

Greater than 99.999%

Mean Time to Repair (MTTR)

4 Hours

NOTE: MTTR does not include time to update status between DIR and Vendor

CUSTOMER RESPONSIBILITY

Windstream will deliver service to the Minimum Point of Entry (MPOE). If the demarcation point is not at the MPOE, it is the customer's responsibility to extend the circuit(s) to demarc.

*** A 4% Cost Recovery Fee (CRF) has been added by DIR to Vendor provided pricing.**

WINDSTREAM LOCAL VOICE SERVICES PRICING

| Item | Monthly Recurring Charge | MRC Description | No |
|--------------------------------|----------------------------|--------------------------------------|----|
| Analog Trunk | sold at the DS1 level only | | |
| Digital Trunk | sold at the DS1 level only | | |
| Direct In Dial Trunk | sold at the DS1 level only | | |
| Direct Out Dial Trunk | sold at the DS1 level only | | |
| Call Waiting | \$8.32 | Call Waiting | |
| Toll Restriction | \$20.80 | Toll Restriction | |
| Caller Identification | \$15.08 | Caller ID | |
| Hunt Groups for Multiple Lines | \$1.04 | Multi Line | |
| Authorization Codes | NSP | | |
| Call forwarding | \$8.84 | Call Forwarding | |
| Caller ID Feature (DID) | NSP | | |
| 3-Way Calling | \$7.80 | 3-Way Calling | |
| TSP | NSP | | |
| Business Line - Rate Group 1 | \$33.23 | Advantage Business Line Charge | |
| Business Line - Rate Group 2 | \$33.23 | Advantage Business Line Charge | |
| Business Line - Rate Group 3 | \$33.23 | Advantage Business Line Charge | |
| Business Line - Rate Group 4 | \$33.23 | Advantage Business Line Charge | |
| Business Line - Rate Group 5 | \$38.43 | Advantage Business Line Charge | |
| Business Line - Rate Group 6 | \$38.43 | Advantage Business Line Charge | |
| Block of 20 DID's | \$3.12 | DID Station Number Charge | |
| Anonymous Call Rejection | \$4.16 | Anonymous Call Rejection | |
| Call Block | \$5.72 | Call Blocking | |
| Call Waiting | \$8.32 | Call Waiting | |
| Call forwarding | \$8.84 | Call Forwarding | |
| Call Forward Don't Answer | \$4.06 | Call Forward Don't Answer | |
| Call Forward Busy | \$4.06 | Call Forward Busy | |
| Telephone Number | NSP | | |
| Dynamic Bandwidth Allocation | NSP | | |
| Access | MRC | MRC Description | |
| ISDN PRI | \$156.00 | Port Charge (loop priced separately) | |
| DS1 | \$156.00 | Port Charge (loop priced separately) | |
| DS3 | ICB | | |
| OC3 | ICB | | |
| OC12 | ICB | | |
| Tier 1- Local Loop | \$104.00 | | |

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|--------------------|------------|--|--|
| Tier 2- Local Loop | \$182.00 | | |
| Tier 3- Local Loop | \$338.00 | | |
| Tier 4- Local Loop | \$936.00 | | |
| Tier 5- Local Loop | \$1,716.00 | | |
| Tier 6- Local Loop | \$2,704.00 | | |
| Tier 7- Local Loop | \$3,640.00 | | |
| Tier 8- Local Loop | \$4,680.00 | | |
| Expedite Charge | | | |



Windstream: Geographic Availability

Windstream
Voice Services
are available
throughout the
State of Texas.

